Office of Information Technology Services

Service Level Agreement

Unified Communications

November 7, 2013 v2.2

Unified Communications

Service Description

ITS Unified Communications offers a number of services relating to E-mail and E-mail Archiving. The technological foundation for ITS Unified Communications is comprised of seven services, which include Exchange E-mail, Archiving, Relay and Filtering, Distribution Lists and E-mail Encryption. The focus of this SLA is the E-mail and Exchange Service.

E-mail, Integrated Calendaring and Exchange

The foundation of our messaging infrastructure is the ITS E-mail service, a statewide service providing e-mail and calendar service for Executive Branch employees. County and municipal governments are also able to take advantage of this service, which is presently based on the Microsoft Exchange 2010 server software. Any web browser can be used to access ITS e-mail, as can Microsoft Outlook 2003 and 2007 and smartphones that use Microsoft ActiveSync. E-mail Archiving

E-mail Archiving fulfills Executive Order 12 formally 18, which requires that Executive Branch employees' e-mails be archived and retained for a 5-year period. The archiving service relies on Autonomy NearPoint software. ITS E-mail users can view the archive from within their Outlook or Outlook Web Access clients.

Service Commitments

The general areas of support (such as Incident and Change Management) applicable to every ITS service, are specified in the ITS Global Service Levels document.

Service Availability Targets:
E-mail Service Availability Target – 99.99%

E-mail Recovery Objectives for Western Data Center (WDC) or Eastern Data Center (EDC) are as follows:

- Recovery Time Objective (RTO) – The E-mail service will be back online within 1.5 hours should a full data center outage occur at one of the state's two data centers. The E-mail service will be able to handle the full production load, but performance may be diminished somewhat until the other data center is restored.

- Recovery Point Objective (RPO) - The E-mail service will be queued in real-time. In the event of a full data center outage at one of the state's two data centers, the E-mail messages will be restored to the point of the outage as soon as the E-mail service is back online per the RTO above.

Hours of Availability

All services in the Unified Communications portfolio are available to customers 24 x 7 and adhere to the maintenance window schedule listed in the ITS Global Service Levels document.

ITS Responsibilities

Support and Maintenance

- ITS support and maintenance is included for all services in the Unified Communications Portfolio. ITS is not responsible for end-user hardware or software incompatibility or for network elements that are not under the control of ITS.

- ITS provides 24 x 7 support for standard e-mail and all other services

Hardware/Software support and maintenance

- ITS Specialists install and set up all server hardware/software, storage and appliances in accordance with industry best practices.

- Underpinning contracts are in place with Microsoft Premiere Services, US Internet, Autonomy, and IBM for each component installed.

- In conjunction with the hardware Operating System (OS) vendors, ITS Specialists will apply firmware patches to systems in accordance with state policies and standards.

Operating system support and maintenance

- ITS Specialists (at the recommendation of the ITS Enterprise Security and Risk Management Office (ESRMO) and OS vendors), will apply patches to operating systems in accordance with state policies and standards.

Security, vulnerability and scanning

ITS takes every precaution to protect the Unified Communications Portfolio of services.

- ITS provides multiple levels of security

  o For internal anti-virus and anti-spam e-mail scanning, the Exchange servers run Trend Micro's ScanMail for Exchange

  o For external anti-virus and anti-spam e-mail scanning, ITS has contracted with US Internet's Securence solution for anti-Spam and Virus control. Securence filters inbound e-mail and provides customers with an interface where they can control the level of filtering applied to their domain. They can also release messages from the spam quarantine, place their domain in maintenance mode for e-mail delivery, maintain their own whitelist/blacklist, and update their e-mail server IP addresses as the need arises.

- ITS Performs periodic scans of Unified Communications Portfolio of services.

- o Enterprise Security and Risk Management Office coordinates and communicates scans following the ITS Change Management process.
- o Findings are tracked according to classification and status
- o Vulnerabilities are mitigated based on a pre-defined classification of High, Medium or Low.

Systems Administration

ITS will make every effort to provide agency e-mail administrators the ability to perform e-mail admin functions and user provisioning in support of their users. Agencies e-mail administrators are responsible for all user accounts and services. E-mail administrators are responsible for all user mailbox provisioning and deletion through the self-provisioning administration website.

Customer Responsibilities

- Each agency's local e-mail administrator is responsible for basic administration such as adding or deleting mail users and permissions, service accounts, services and resetting passwords.
- Each agency is responsible for the number of Exchange Client Access Licenses (CAL) needed for the service unless an MOU is in place for ITS to supply the CALs.
- Maintain e-mail per agency's retention schedules and policies
- Work with ITS to define custom retention requirements beyond EO12.
- Follow best practice guidelines, the Statewide Information Technology Security Manual Standard (Chapter 10, Section 03, 100301 - "Using the Internet in an Acceptable Way") and established agency policies for acceptable e-mail use
- E-mail administrators and support analysts in each respective agency should be contacted for initial support and phone set-up
- For mobile device e-mail client support other than Active Sync (Apple iMac, Gmail, Verizon, etc.), customers can contact their respective agency service desks for assistance. For more advanced help, customers are encouraged to call their cell phone provider for specific issues related to version control and software update issues.

Communications with ITS

- Contact the ITS Service Desk:
  - o After going through basic troubleshooting and/or going through your agency service desk.
  - o Consolidated Agencies without a service desk should contact ITS for incidents and service requests.
- Provide a list of approved e-mail administrators who can add or delete users and services.

Service Level Agreement Scope

This agreement specifies only the standard operational service commitments and responsibilities of ITS and its customers. Customer-specific deviations from these commitments and responsibilities will be specified in an accompanying Memorandum of Understanding. Service rates are outside the scope of this agreement and are specified in financial documents.

Signatures of Approval and Agreement Date

Customer Signatures

Agency Head or Designee:

Name	Title	Signature	Date

Agency Chief Financial Officer:

Name	Title	Signature	Date

ITS Signature

State Chief Information Officer:

Name	Title	Signature	Date
Chris Estes	State CIO		